

Experience. Accelerated.
Service and Support Accelerator



We leverage the Salesforce platform, key ISV Partners and our exclusive accelerators to provide you with a futureproof solution that will transform the experience of your users and your customers

Maximise Success Rates

Accelerate Development

Enhance User Adoption

Feature	Starter	Intermediate	Advanced
Onsite Discovery Session	■	■	■
Solution Design Documentation	■	■	■
Account, Contact Configuration	■	■	■
Case Config	■	■	■
Assignment & Escalations	■	■	■
Web-to-Case	■	■	■
Email-to-Case	■	■	■
Chatter	■	■	■
Work Queues	■	■	■
Access & Security	■	■	■
Reports & Dashboards	■	■	■
Email Integration	■	■	■
Data Migration	■	■	■
Train the Trainer	■	■	■
Comprehensive Training Manual	■	■	■
Omni-Channel Workload Management		■	■
Case Entitlements		■	■
Case Milestones		■	■
Automations & Validations		■	■
Knowledge			■
Chat			■
Social Customer Service*			■
Custom Processing			■
Files Migration			■
Approval Processes			■

Minimum Technical Requirements: Service Cloud License

Optional Extras



Training Video



Data Services



Go-Live Floor Walking



System User Guide



Bespoke Services

To find out more visit www.adapt-iq.co.nz/accelerators or contact us at info@adapt-iq.co.nz / +64 21 070 2266